



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

RCN Telecom Services of Illinois, LLC
for Filing Period 7/1/2009 to 9/30/2009
Tracking Number 3100

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.06	0.07	0.08	0.07
B. Operator Answer Time - Information Section 730.510(a)(1)	0.06	0.07	0.08	0.07
C. Repair Office Answer Time Section 730.510(b)(1)	0.08	0.18	1.10	0.45
D. Business or Customer Service Answer Time Section 730.510(b)(1)	0.08	0.18	1.10	0.45
E. Percent of Service Installations Section 730.540(a)	99.00 %	98.00 %	98.00 %	98.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	0.70% *	0.74% *	0.53% *	0.66% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.44	1.51	1.21	1.39
H. Percent Repeat Trouble Reports Section 730.545(c)	13.00 %	9.60 %	12.40 %	12.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	4.00 %	3.40 %	2.00 %	3.00 %
J. Missed Repair Appointments Section 730.545(h)	24	15	16	18
K. Missed Installation Appointments Section 730.540(d)	42	33	49	41

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$4,321.00	\$2,250.00	\$950.00	\$7,521.00
B. Number of credits issued for repairs - 24-48 hours	75	71	29	175
C. Number of credits issued for repairs - 48-72 hours	64	36	15	115
D. Number of credits issued for repairs - 72-96 hours	66	29	6	101
E. Number of credits issued for repairs - 96-120 hours	45	9	9	63
F. Number of credits issued for repairs > 120 hours	7	10	2	19
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	263	184	71	518
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	12	9	11	32
C. Number of installations after 10 business days	4	4	3	11
D. Number of installations after 11 business days	4	3	2	9
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$50.00	\$0.00	\$50.00
B. Number of customers receiving credits	0	1	0	1
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	83	132	33	248